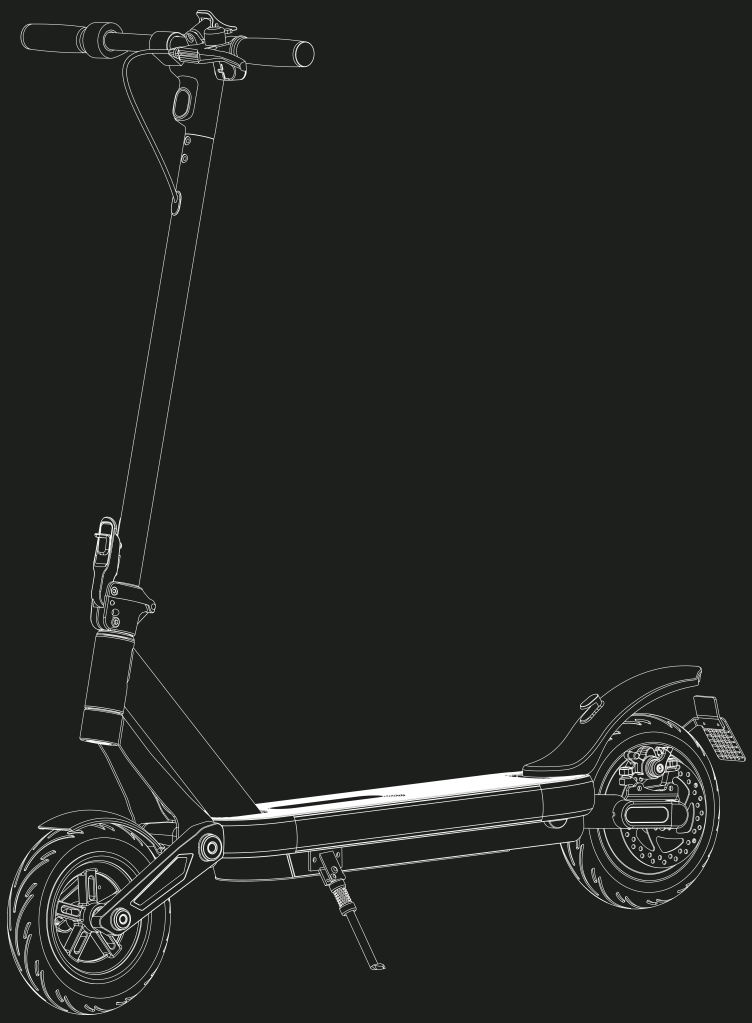
USER MANUAL

Electric Scooter

ZWHEEL



ZWHEEL ZSA PLUS (Factory Model：E12 PLUS)

TABLE OF CONTENTS

Contents

1. Overview----------4

2. Product List----------5

3. Product Assembly----------6

4. Product Operation----------7

5. Safety Precautions----------19

6. Statement ----------22

Overview

EN

Urban commuter electric scooters are short-distance transportation tools designed to solve the last 3-10 kilometers of commuting and avoid traffic congestion. Their features focus on portability, efficiency, safety, intelligence, and adaptability to urban road conditions.Suitable for people aged 16 and above, primarily commuters aged 18-45.

1.Portability and storage
Quick folding + lightweight:It supports 3-second quick folding, and when folded, it is compact and can be carried into the subway, elevator, or office.

2.Power and range
Speed compliance:With a speed limit of 25km/h, it balances commuting efficiency and road safety; it features multiple speed settings (Energy Saving / Standard / Sport) to suit different road conditions and physical demands.

Battery life adaptation:Daily commuter models typically offer a range of 25 鍚35km, sufficient for a single day's round trip; high-end models can reach 50km+, supporting a week with minimal charging; all models are equipped with a lithium battery and an intelligent BMS management system.

Climbing ability:Common climbing angles are 15°鍚35°, which can handle ra mps such as urban overpasses and underground parking garage exits.

3.Use cases

City commuting:Focusing on the "last 3-10 kilometers" of connections, it addresses the pain points of urban congestion and inconvenient public transportation, catering to various commuter groups.

Daily leisure transportation:Suitable for short trips outside of commuting hours, it emphasizes convenience and ease, catering to the leisure needs of families and individuals. It has a low barrier to entry and can be used by men, women, and children of all ages (must meet the age requirements for riding).

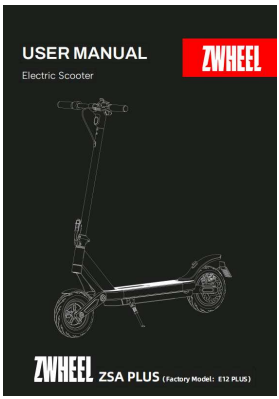
Specific scenario adaptation:Targeting specific groups and needs, electric scooters fully leverage their portability and flexibility to fill the gap in other modes of transportation.

statement：When using electric scooters, please abide by local traffic rules and do not ride them in motor vehicle lanes. Some areas prohibit electric scooters; please check in advance. Wear a helmet while riding to ensure safety.

Product List

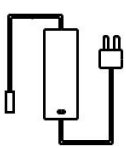
What's in the scooter box:

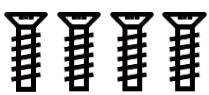
1.The scooter and operating instructions.



2. Accessories:

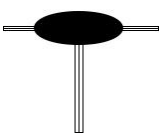
1 x Battery Charger





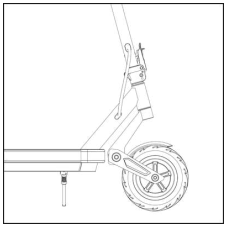
4 x handlebar screws

1 x Hex Wrench (Allen)

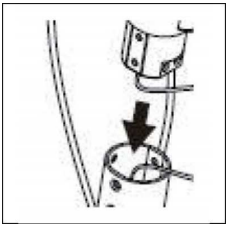


Before throwing away the box, check that the contents of your product are complete.

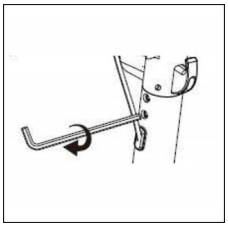
Product Assembly



1. Flip the stem bar up and lock it into place.

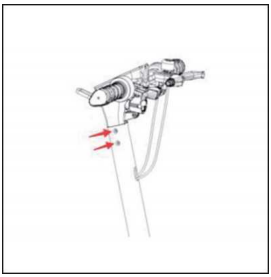


2. Connect the power cords, Insert the handle bars into the hole at the top of the stem.

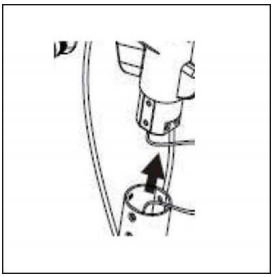


3. Use the provided hex wrench to mount the handle bar with the screws.

Disassemble

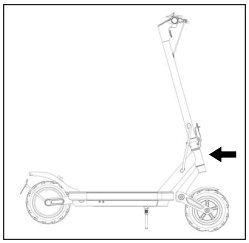


1. Flip the stem bar up and lock it into place. remove the handle bar screws.

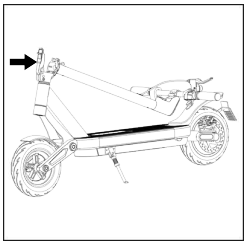


2. lift the handle bar out of the stem and disconnect the power cable.

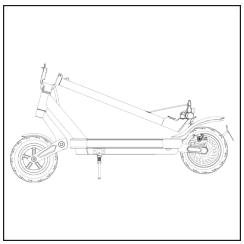
Folding the handlebar



1. Undo the folding latch.

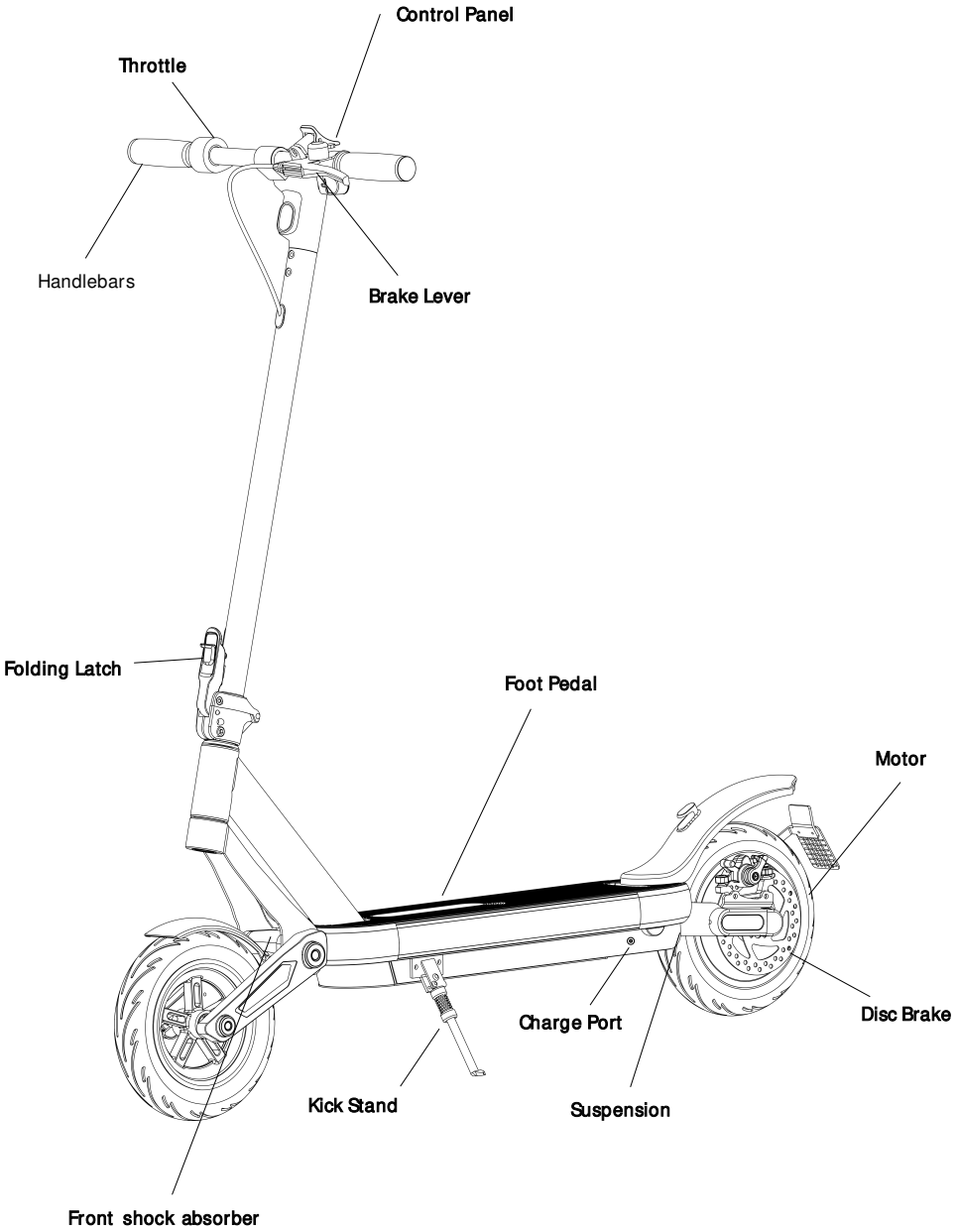


2. Pull the stem down to the back wheel.



3. Latch the bar down once completely folded.

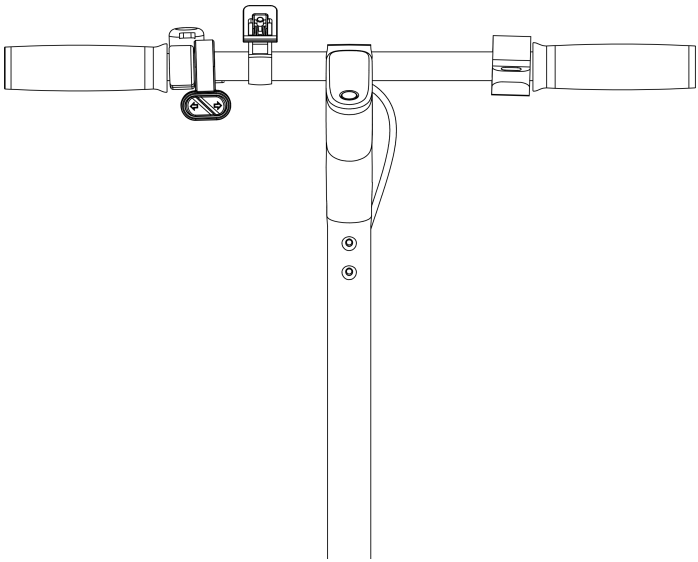
Product Operation



Technical Specs

Spezification		
unfolded size :	cm	117.8 x16.8x 129
Packing size:	cm	118 x17x 58
Net Weight	kg	22
Gross weight	kg	25
Max speed	KM/H	25
Max load	KG	150
Max climbing angle	Degrees	20
Operating temperature	°F	14-100
Storage temperature	°F	14-100
Waterproof level		IPX5
Akku spezification		
Battery type	/	Lithium Ion
Battery capacity	Ah	10Ah
Rated voltage (DC)	v	36
Maximum charging voltage (DC)	v	110v-240v
Motor spezification		
Motor type	/	Brushless
Rated power	w	800
Rated voltage	v	2.2kW per 40 Mi
Charger specification		
Input voltage(AC)	v	42V 2A
Output voltage	v	42V
Output current	A	2

Control Panel



Power ON/OFF Button:
Long Click 3 seconds to power on, long Click 3 seconds to power off.

Light on:
Single Click the button to turn the light on; Click again to turn off.

Speed level setting:
Click the on/off button twice to switch between the default speed levels to other modes. Each time you Click this button twice, the speed level increases. This cycle repeats itself.

Km/h to MPH setting:
Click ON/OFF button 3 times to change from km/h to mph.
Note: Do not press the accelerator and the brake at the same time.

Walk Mode: Maximum speed 6km/h

ECO

WHITE Low: Maximum speed 10km/h

D

GREEN Medium: Maximum speed 20km/h

S

RED High: Maximum speed 25km/h

Power level is indicated by the battery bars. At full charge between 20-100% the battery bars will light up accordingly. Once you get below 20% the lights will begin flashing, please charge before riding again.

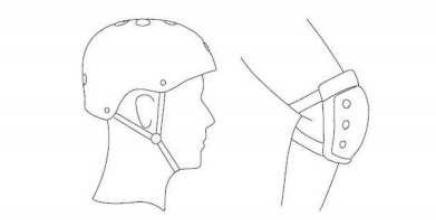
If the Bluetooth symbol illuminates upon powering on the scooter, it ignifies the presence of an APP function. This feature enables the scooter to connect to a Bluetooth-enabled mobile phone. Through this connection, users gain the ability to control the scooter directly from their mobile device.

To activate cruise control mode, press and hold the throttle lever at a consistent speed for a minimum of 5 seconds.
Upon activation, the cruise control symbol will appear on the display. To deactivate cruise control and return the scooter to normal mode, simply click the throttle lever again.

Turn Signals: Click the ⬅ to turn on the left turn signal.
Click the ➡ to turn on the right turn signal.

Speedometer: indicates the current speed while riding.

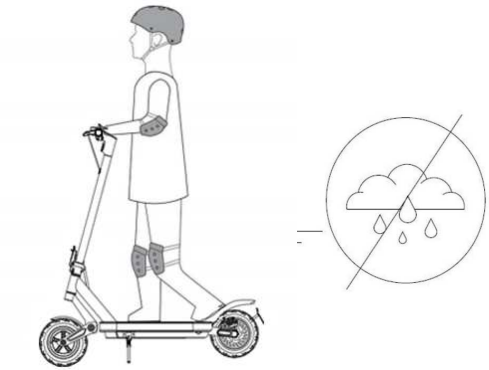
Odometer: Shows the overall distance the scooter has traveled since manufactured



ALWAYS WEAR PROTECTIVE GEAR WHEN RIDING AN ELECTRIC SCOOTER

Step on the deck with one foot and slowly push off the ground with the other.

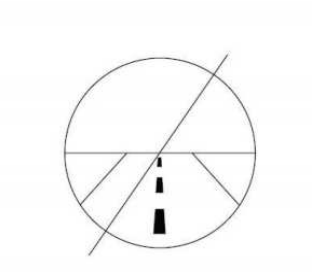
Once pushed fast enough to exceed 3 mph the throttle may be used to increase the speed.



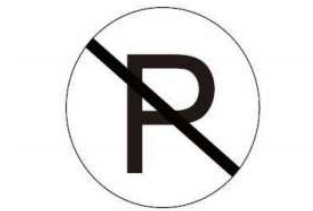
1. The e-scooter adheres to the IPX5 protection class, rendering it spray water resistant but not waterproof. Operating the scooter in rainy, snowy, or wet conditions is strongly discouraged. Damage incurred due to water exposure is not covered under warranty. In the event of riding in such conditions, be mindful that rain or snow can extend braking distances and elevate the risk of accidents. It is advisable to proceed with caution and maintain a reduced speed.
2. The rear brake is suitable for regular driving, while both the front and rear brakes should be engaged simultaneously for emergency braking. Avoid employing the front brake alone for emergency stops at high speeds, as this action may lead to a loss of control and potential rollover incidents.

Once the scooter slows to a reasonable speed you can then step off and stop.

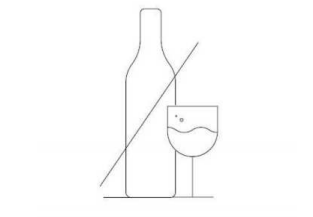
Do not ride at high speeds until you are comfortable with how the scooter rides.



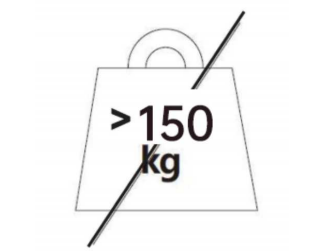
Please adhere to all traffic regulations when riding. It is prohibited to ride on designated



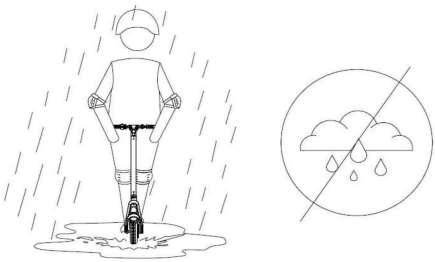
Don't park e-scooters in lobby’ s, parki ng spaces, or exit ways.



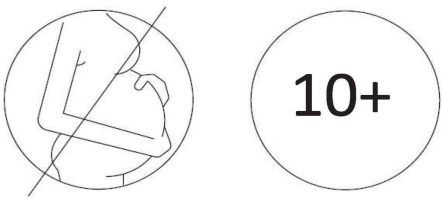
Do not operate this vehicle while under the influence of drugs or alcohol.



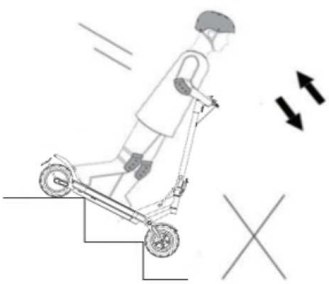
Do not exceed the
weight limit of 150KG



Do not ride in the rain or snow. Do not ride through standing water exceeding 1 inch.



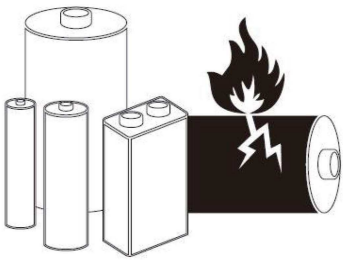
Pregnant women are advised against riding electric scooters due to potential injury risks. Children under the age of 10 are strictly prohibited from operating scooters. However, children aged 10 to 12, supervised by an individual at least 16 years old, may operate the scooter. Additionally, children up to 12 years old must wear helmets while riding.



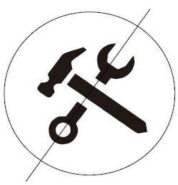
Do not ride up or ownstairs or jump over obstacles.

Never take your hands off the handle bars while riding.

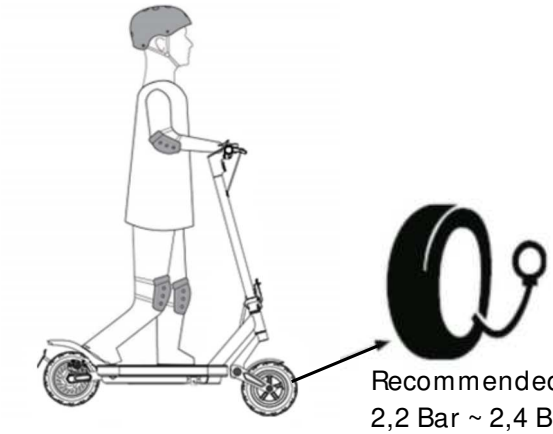
Never ride with more than 1 person on the scooter at a time.



It is strictly forbidden to privately modify the battery of an electric scooter. Modifying the battery poses significant dangers, as improper operation may result in explosions or fires.



Modifying electric scooters privately is strictly prohibited. Private modifications can lead to an unstable electronic system, posing a danger while riding.



Recommended tire Clickure:
2,2 Bar ~ 2,4 Bar

Before riding an electric scooter, please carefully check the scooter conditionmake sure that there are no signs of ooseness or damage on any part.

Battery

Name	Parameter	Name	Parameter	Name	Parameter
Type	Li-ion battery	Battery Capacity	10 Ah	Rated Voltage	36V
Max Charging Voltage	42V	Max Charging Current	2A	Charging time	5-7h
Store Temperature	0 - 40°C	Charging Temperature	0-40°C	Store Time (0-40°C)	3 Months

Battery Warnings

1. Ensure that the battery is charged and utilized within the specified temperature range outlined in the battery specification to maintain stable and efficient operation of the electric scooter.

2. When installing the battery, it is essential to remove the charger to mitigate any potential hazards.

3. Under no circumstances should the battery be dissolved or punctured. Additionally, avoid any contact between metal objects and the battery pin electrode to prevent damage to the battery.

4. Disassembling or piercing the battery pack casing is strictly prohibited, as it may lead to short circuits caused by metal objects coming into contact with the battery contacts, resulting in battery damage or personal injury.

5. In the event of water entering the battery circuit, there is a risk of fire or explosion. Cease use immediately if this occurs and seek assistance from the after-sales service promptly.

6. Charging the battery is permitted only with the original adapter provided. Using alternative chargers may result in unforeseen consequences.

7. If the battery is found to be broken, emitting a foul odor, or feeling excessively hot, discontinue usage immediately and ensure that the battery is kept away from other items.

8. Storing the battery after it has been fully charged to 100% capacity can help prolong its lifespan.

9. Avoid storing the battery in conditions below 0℃ or above 40℃.

10. If the battery is not used for more than 30 days, it should be charged to at least 80% capacity. It is recommended to fully charge the battery to 100% every 90 days to maintain its functionality.

11. Charging the battery according to the manual's instructions after each use significantly extends its lifespan. At room temperature, the battery can achieve optimal range and performance. However, using the battery at temperatures below 0℃ may result in significantly reduced range, otentially halved or even less than at room temperature.

12. Refrain from charging and parking e-scooters in residential buildings. During charging, ensure that the scooter is kept away from combustible materials, and avoid excessively long charging times.

13. Improper disposal of used batteries can lead to serious environmental pollution. Please adhere to local regulations when disposing of batteries to mitigate environmental impact.

- Open the charging port cover, make sure the charging port is clean and dry.

- Connect the charger with the battery and the other end with power(100V-240V;50/60Hz), make sure the charging indicator is on.

- When the indicator light on the charger changes, indicating that the charging process is working normally, otherwise check if the line connection is good.

- The indicator turns green when the charger is charging; it indicates that the battery has been fully charged. Please stop charging; long time over charge will affect the battery life.

- Make sure the electric scooter charger and charging line are disconnected and ensure that the electric scooter is off.
- Wipe the shell with a soft cloth to clean the electric scooter. Please don't put more lubricating oil on bearing when you do the maintenance for it.
- Please check the brake system and tire are vulnerable parts at least once a month. When the brake performance and tire grip are reduced, please contact the dealer to replace the corresponding parts.
- Please do not replace the accessories which not provided by manufacturer without permission, to avoid the safety hazard caused by the inconsistency for accessories with the scooter.
- It is forbidden to clean electric scooters by using water cannon or soaking in liquid. This will cause permanent damage of the electronic devices in the host.
- In order to protect the user's safety, the user can not take apart the electric scooter, otherwise, the user will give up the maintenance warranty rights of the product automatically.

- Please charge your electric scooter before storage, for preventing the battery from discharging too long time. Please ensure charge at least once every three months.
- If the storage environment temperature is lower than 0°C please don't charge electric scooter. Please charge the e-scooter in inside environment emperature above 10°c ; storage temperature is -0°C to 40°C.
- Please keep the electric scooter in a suitable place indoor, dry and appropriate temperature. You can mask the electric scooter to prevent from the dust.

Safety Precautions

PLEASE READ THE OPERATING INSTRUCTIONS CAREFULLY BEFORE OPERATING OR SERVICING YOUR SCOOTER. PROTECT YOURSELF AND OTHERS BY FOLLOWING THE SAFETY INSTRUCTIONS. FAILURE TO FOLLOW INSTRUCTIONS COULD RESULT IN PERSONAL INJURY AND/ OR PROPERTY DAMAGE.

The exclamation point within the triangle is intended to alert the user to the presence of important instructions or statements regarding the operation and/ or maintenance of the appliance. Please read the operating instructions carefully before using the unit.

WARNING:
To reduce the risk of electric shock, do not remove the casing of this unit. There are no parts inside that can be repaired by the user. Therefore, do not attempt to repair or service internal parts yourself. Leave repairs to qualified service personnel.

KICK-STARTER
Please note that the scooter has a kick-start. This means that you first have to push to get going and only then can you accelerate with the help of the throttle lever.

ATTENTION!
Do not ride in rain or wet conditions - the unit is NOT WATERPROOF!
Do not use e-scooter for jumps or stunts!
Do not use it in slippery conditions!
Do not use under the influence of drugs or alcohol! Avoid paths with obstacles such as branches, rubbish or stones!
Avoid steep inclines!
Do not ride faster than recommended!
Do not load the device more than permitted!

CAUTION!
Persons with visual balance, coordination, reflex, muscle or bone problems MUST NOT use this vehicle!

ATTENTION!
Pregnant women are advised against riding electric scooters due to potential injury risks. Children under the age of 10 arestrictly prohibited from operating scooters. However, childrenaged 10 to 12, supervised by an individual at least 16 years old,may operate the scooter. Additionally, children up to 12 year sold must wear helmets while riding.

- Do not use the unit if it has any visible damage.
- We recommend wearing qualified and necessary protective clothing such as helmet, hand and knee protectors, etc. as for comparable sports.
- Before getting on the scooter, make sure that you have positioned the scooter on a level surface and that the scooter is switched on.
- Do not open the scooter, modify the scooter, otherwise the manufacturer's warranty will be void and malfunctions may occur that could result in serious physical injury - even death.
- Only ride the scooter in places where riding the scooter is explicitly permitted. Only use the scooter outside public places and in places where you do not pose a danger to yourself, others or other people's property.
- Never use the scooter under the influence of alcohol or drugs.
- Never use the scooter when you are overtired or unfocused. Always have presence of mind and recognise the dangerous situation at an early stage.
- Avoid sudden changes of direction especially at high speeds.
- Make sure that the protection of the charging socket is always in place.
- The scooter is subject to protection class IPX5 and is therefore only spray water resistant NOT WATERPROOF. Never drive through water or rain as this could damage your scooter. Damage caused by water are excluded from this waranty.
- Do not ride through puddles, mud, sand, stones, gravel, grit or on unsuitable rough terrain. For uneven surfaces, it is recommended to carry the scooter until a suitable road surface is found.
- Do not drive in bad weather such as snow, rain, hail, icy roads or extreme heat DANGER OF FLIPPING!
- Avoid driving near swimming pools or other large accumulations of water.
- Prevent riding over obstacles, bumps higher than 1.5cm even if you are an experienced scooter rider.
- Do not talk on the phone or text while driving. Drive attentively and be aware and alert of your surroundings: road condition, people, weather, objects, etc.
- Do not drive the scooter in places with many people. Drive the scooter with extreme consideration and pay attention to people and objects in the vicinity.
- Do not ride up and down steep hills (>15°). On gentle hills and terrain with slight bumps, it helps to bend the knees slightly when riding to absorb shocks and vibrations. This helps you keep your balance on slight bumps up to a certain intensity.
- Never attempt to ride with more than one person at a time. The scooter is only suitable for riding with a single person.
- Do not transport any objects while driving.
- People with balance disorders should not ride the scooter.

• Refrain from operating the scooter during pregnancy.
• Children under 12 years old and elderly individuals should only ride under the supervision of experienced adults and while wearing protective clothing.
• Take note that braking distance increases proportionally with higher speeds and body weight.
• Avoid mounting or dismounting the scooter abruptly. Do not engage in any stunts or tricks while using the scooter.
• Exercise heightened caution when driving in dimly lit areas or during nighttime.
• Ensure that the weight of the rider falls within the specified weight limit of the scooter.
• Steer clear of hazardous locations to prevent fire and explosion accidents caused by flammable gases, vapors, liquids, dust, or fibers.
Adhere to all national and local laws governing the use of scooters in your area.
• Maintain a vigilant approach while driving and be prepared to brake as necessary.
• Using a charger other than the designated one may lead to unit damage and other potential risks. Avoid fully discharging the battery; instead, charge it when there is some remaining capacity (minimum 1 bar on the display) to prolong battery life.
• During charging, keep the battery away from fire or corrosive environments, as it is classified as flammable and explosive. Refrain from attempting to open the battery housing. In case of damage, contact the Service Center.
• Avoid charging the unit in direct sunlight or near an open fire or flames.
Do not use the scooter while it is charging.

Riding the scooter entails inherent risks and is undertaken at your own discretion and responsibility. It is important to recognize that not all potential hazards leading to injury or fatality can be addressed within this manual.

ATTENTION!

Note Regarding Deep Discharge of the Battery:

The longevity and performance of a battery are contingent upon factors such as its age, maintenance, and frequency of use. In comparison to other battery types, lithium-ion batteries exhibit very low self-discharge rates and necessitate periodic charging.

Even during periods of non-use, it is imperative to charge the scooter's battery for at least one hour every two months to prevent capacity loss. Regular charging serves as a safeguard against deep discharge, preserving the battery's integrity.

It is crucial to recognize that a battery subjected to deep discharge becomes irreparably damaged and must be replaced at the owner's expense. Hence, the battery should never be fully discharged, even during operation.

RECYCLING:
The packaging materials are recyclable and it is advisable to discard them in the appropriate waste sorting facilities.

DISPOSAL:
The symbol of the "crossed-out garbage can" indicates the need for
separate disposal of waste electrical and electronic equipment
(WEEE). Electrical and electronic devices may contain hazardous
substances detrimental to the environment. Hence, it is essential to
refrain from disposing of them in unsorted residual waste, but rather,
deposit them at designated collection points for used electrical and
electronic equipment. By doing so, you actively contribute to resource

conservation and environmental protection.

For further details, kindly reach out to your dealer or local authorities.

statement

The above product parameters are based on laboratory tests; the actual parameters may vary depending on the product in use.

Please strictly abide by the laws and regulations of your country when using this product. The user shall bear all consequences arising from any improper use of the product without authorization, and our company shall not assume any legal responsibility.

Once sold, this product will not be returned or exchanged due to damage caused by human error.

Customer service
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